**Job Title:** Training Supervisor

**Reports to:** Client Services Team Leader

**Location:** Shoreham and flexible according to business need

**Job summary:** To support volunteer and paid advice team roles to meet their competencies and pass relevant assessments

**Main tasks or accountabilities:**

### Service Delivery

1. Supervise the work of designated staff/volunteers to ensure that the quality and standards meet Citizens Advice and funder requirements whilst meeting agreed targets
2. Ensure agreed service level agreements and targets are achieved with appropriately trained staff and volunteers
3. Monitor and provide regular feedback on the quality of advice given to clients by trainees or new members of the advice team
4. Monitor quality of write ups from Casebook records with clear plans for improvements
5. Develop and seek to improve standards of service delivery
6. Undertake advice work as and when necessary including to maintain your own Continued professional development
7. Ensure all relevant policies and procedures are followed during adviser and advice role training
8. Be familiar with the advice quality standards and ensure this is understood by trainees and new staff and followed in their work.

### Supervision

1. Attend regular meetings as directed with Client Services Team Leader or other managers
2. Organise and chair regular team meetings– communicating key messages
3. Support and develop trainees and new members through the provision of regular feedback and guidance
4. Ensure that the service delivery is adequately resourced – identifying need and providing input into resource planning
5. Encourage teamwork and utilise all lines of communication between all members of service delivery staff, trainees and Learning and Development team
6. Participate in and contribute to the recruitment of volunteers/staff
7. Oversee the adviser buddy scheme to support trainee advisers into the advice team

### Research and Campaign Work

1. Ensure trainees and new members understand the importance of and contribute to the dual aim of the organisation with R & C work, and how to provide information about clients' circumstances through the appropriate channels

### Administration

1. Maintain and monitor effective and efficient administrative systems and complete reports to the management team
2. Ensure that appropriate systems are developed and maintained for reporting and recording statistical data, follow up work and quality control
3. Report complaints and safeguarding to line manager and manage in accordance with Citizens Advice guidelines

### Training and development

1. Identify and implement own training and development needs
2. Identify the training needs of new staff and volunteers through support and supervision and contribute towards delivery of the organisations training and development plan
3. Deliver training sessions in groups, one to one and externally on advisor related topics to raise knowledge and skills
4. Provide coaching through the transition from the adviser learning programme to advising and contribute to decisions about competence
5. Oversee the achievement of markers in the volunteer journey from Learning and Development to the advice team, working with the supervisors to keep them informed of progress
6. Oversee the process of signing off adviser qualifications
7. Provide supported interviews for new staff and volunteers
8. Work with supervisors to move existing advisers through their training pathways
9. Organise training activities/speakers as appropriate, with line managers and training team

### Planning and development

1. Work with training teams to provide and deliver training plans for new advice staff
2. Work closely with training teams to become familiar with trainees before they finish their formal ‘book’ training
3. Participate in Citizens Advice initiatives as appropriate
4. Coordinate activities, procedures and systems so as to promote common policies and practices

### Other duties and responsibilities

1. Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service
2. Abide by and monitor health and safety policy with regard to staff, equipment and premises within statutory requirements
3. Support and actively engage in fundraising activities across Citizens Advice in West Sussex

**Date:** June 2021